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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda

Friday January 10, 2003

1:00 P.M - 3:00 P.M

568 Howard St. @ 2nd St.

5th Floor Conference Room

DOCUMENTS DEPT.

JAN - 9 2003

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes

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REFERENCE BOOK

to be taken from the Library

Governing Board: Maria Luz Torre & Tracey Faulkner
Improvement: Edward Evans & Sandra Estrada

Fraser

Beneficiary Committee goals for 2003

Beneficiary Committee meetings for 2003

Guest/topics for the Beneficiary Committee-2003

Ena Tarantino, SFHP Health Education Manager

Education & Lactation resources and how to get members to use

Consideration of new members

next meeting

10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: February 7, 2003
- Quality Improvement Committee: February 19, 2003
- Finance Committee: March 5, 2003
- Governing Board: March 5, 2003
- Community Advisory Committee: March 20, 2003

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
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JAN - 9 2003

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
4. Discussion: Jean Fraser
 - Response to Beneficiary Committee goals for 2003
 - Calendar of Beneficiary Committee meetings for 2003
 - Tentative list of guest/topics for the Beneficiary Committee-2003
5. Discussion: Rowena Tarantino, SFHP Health Education Manager
 - SFHP's Health Education & Lactation resources and how to get members to use them
6. Discussion/Action: Consideration of new members
7. Public Comment
8. Calendar items for next meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-------------------|
| • Beneficiary Committee: | February 7, 2003 |
| • Quality Improvement Committee: | February 19, 2003 |
| • Finance Committee: | March 5, 2003 |
| • Governing Board: | March 5, 2003 |
| • Community Advisory Committee: | March 20, 2003 |

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FEB 11 2003

SAN FRANCISCO
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Beneficiary Committee
Meeting Minutes**

Members Present: Blesilda Almacén, Nicole Avist, Paula Cohen, Sandra Estrada, Elia Fernandez, Tracey Faulkner, Adrian Gaino, Lynn Gavin, Christine Lotz, Maria Luz Torre

Members Absent Excused: Edward Evans, Dana Hughes, Wendy Vielman and Yesenia Fernandez

Members Absent: None

Guests: Elexes Mauro

SFHP Staff: Jean Fraser, Valerie Huggins, and Rowena Tarantino

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved and the minutes of December 13, 2002 were approved as written.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did meet on Wednesday January 8, 2003.
- Maria reported that Karen Smith, SFHP Medical Director presented the Board with a Quality Improvement Committee year-end wrap up with highlights of what implementation the Plan needs to make and the progress the Plan has made over the years.
- Maria stated that she requested the Board to advocate against the proposal for the 1931(B) waiver. The Chair of the Governing Board requested that SFHP write a letter to the Governor on behalf of the Beneficiary Committee stating the Committee's concerns about lower Medi-Cal.
- Maria also reported that the Board voted on the membership of Nicole Avist and Lynn Gavin to the Beneficiary Committee.
- Tracey mentioned that Maria also gave an overview of the Beneficiary Committee goals. The Committee will wait for the responses from Jean Fraser and then discuss them with the Board at the March 5th Governing Board meeting.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Sandra reported that the Quality Improvement Committee did not meet. The next scheduled meeting is February 19, 2003.

Other Reports:

- Jean mentioned that so many of SFHP's members lose their ID cards and she feels strongly about getting SFHP ID stickers to put on the Medi-Cal cards. Jean asked the Committee for their input on the stickers. The Committee liked the idea of having stickers put on their Medi-Cal cards. The Committee said it would be more convenient to use one card instead of two.
- Bob Menezes, SFHP Communications Manager mentioned that SFHP is looking into redesigning the members ID cards. Bob presented the Committee with some possible options to look at. The first option is a plastic SFHP ID card, second is a sticker to go on the members Medi-Cal card and third is the Healthy Kids ID cardholder.
- The Beneficiary Committee voted on the sticker being on the Medi-Cal card.

4. Discussion: Jean Fraser, Chief Executive Officer

- Jean presented the Committee with a written draft of responses to each one of their goals on what the Plan can and cannot do.
- Jean reviewed each goal with the written response and asked the Committee to ask questions as she reviews each one. The Committee had some comments and suggestions to some of the responses. (See attached).
- Jean will revise her responses and include the San Francisco Mental Health Plan in goal number 10 before the next Beneficiary Committee meeting in February.
- Jean stated that she will take the Beneficiary Committee goals to the next Governing Board meeting in March for further discussion.
- Jean also provided the Beneficiary Committee with a tentative list for guests/topics for 2003 and a meeting schedule for 2003 with one exception of having a meeting in July.

5. Discussion: Rowena Tarantino, SFHP Health Education Manager

- Rowena spoke about lactation services and health education. (See attached).
- Rowena passed around handouts with contact information on SFHP's contracted vendors for lactation services for SFHP's members.
- Rowena asked the Committee where they go for information about healthcare and how should SFHP get health education messages out to members. The Committee had some great suggestions (See attached).

6. Discussion/Action: Consideration of new members

There was one new prospective member considered for membership, Elexes Mauro. Elexes membership will be voted on at the next scheduled Beneficiary Committee meeting on February 7, 2003.

7. Public Comment:

There was no public comment.

8. Calendar Items for Next meeting:

There were no items to be calendared.

9. Announcements:

Maria announced Parents' Voices, A Day of Parent Advocacy Training on January 25, 2003 from 10am to 2pm at the First Unitarian Church located at 685 14th Street in Oakland.

10. Adjournment:

The meeting was adjourned at 3:00pm.

Date Approved: Feb 7, 2003

Co-Chair:

Maria Ly Tene

Co-Chair:

A. Mace

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818

Maria Luz Torre, Co-Chair
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Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda

Friday February 7, 2003
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Discussion/Action: Consideration of new members
5. Public Comment
6. Calendar items for next meeting
7. Announcements
8. Adjournment

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FEB 3 2003

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Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|------------------------------|
| • Finance Committee: | March 5, 2003-(11am-12pm) |
| • Governing Board: | March 5, 2003-(12pm-2pm) |
| • Beneficiary Committee: | March 7, 2003-(1pm-3pm) |
| • Community Advisory Committee: | March 12, 2003-(12:30pm-2pm) |
| • Quality Improvement Committee: | April 16, 2003-(6:15pm-8pm) |

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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MAR 17 2003

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February 7, 2003
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacen, Nicole Avist, Paula Cohen, Sandra Estrada, Ed Evans, Elia Fernandez, Yesenia Fernandez, Tracey Faulkner, Adrian Gaino, Lynn Gavin, Christine Lotz, Elexes Mauro, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Dana Hughes

Members Absent: None

Guests: Janet Shalwitz

SFHP Staff: Jean Fraser, Rowena Tarantino and Susi Rugama

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved and the minutes of January 10, 2003 were approved as written.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Tracey reported that the Governing Board did not meet. The next scheduled meeting is March 5, 2003.
- Maria reported that she attended the Healthy Families Advisory Committee meeting in Sacramento on last Tuesday. Maria said the discussion was about the State budget cuts. Maria mentioned that the CAA program is being eliminated, however, Healthy Families is looking into finding a way to continue the program without any funding. Maria also mentioned that the Governor is proposing to lower reimbursement rates to pay the providers.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled Quality Improvement Committee meeting is March 19, 2003.

Staff Reports:

- Jean gave an update on the Beneficiary Committee goals. Jean made some revisions based on the discussion at the January meeting. Jean said she will take the Committee's goals and her responses to each one of them to the March 5th

Governing Board meeting for approval. Jean also encouraged the Beneficiary Committee to attend the March 5th Governing Board meeting if they can. Jean mentioned that SFHP has a checklist of the Committee's goals. Jean will update the Committee every month on the Plan's progress on their goals. Jean also mentioned that some of the Committee's goals have already been accomplished.

- Jean spoke a little about the budget deficits. Jean mentioned that the Department of Public Health, Office of Managed Care is going to be closing down as of July 1, 2003. As a result of that, the Plan will be taking on some responsibilities that the Office of Managed Care used to do and one of them is paying claims.
- Jean discussed AB 495. She mentioned that AB 495 is a state law that says Plans that have a Healthy Kids program can try to get federal dollars to help pay for the program.
- Jean stated that the Plan has run into a problem with MRMIB. Jean said that the Plan was going to send out forms to the parents of kids in the public schools letting them know that there are programs for their kids (Medi-Cal, Healthy Families and Healthy Kids). SFHP received an agreement from community organizations that have application assistants who would go out to the schools and pull up as many referrals as they can take and SFHP would take the rest of them, however MRMIB is refusing to let the Health Plan go forward with this process. Jean asked the Committee for their help on this issue.
- The Beneficiary Committee offered to write a letter on behalf of the Plan.

4. Discussion: Janet Shalwitz, MD, Adolescent Health Working Group

- Janet Shalwitz introduced herself to the Committee. Janet spoke briefly on her background.
- Janet talked about the work that she is doing with Rowena and others and that is improving young people's access to quality health services. These services are designed in a way not to judge or treat young people poorly but to address the needs of teenagers.
- Janet also presented a presentation on improving the health of San Francisco's teens. (See attached)

5. Discussion: Susi Rugama, RN SFHP Comprehensive Care Manager Breastfeeding Support Services

- Susi spoke to the Committee about breastfeeding and how it is a benefit to all pregnant women. Susi mentioned that this benefit package includes a breast pump for up to sixty days and a lactation consultation, which is training on breastfeeding.
- The Committee had some concerns about providers not giving breast pumps to their patients.
- Rowena mentioned that one of Susi's and Rowena's projects is getting information to providers on the process of providing breast pumps to their patients.
- Susi passed out her business cards and asked the Committee to call her if they need any information on breastfeeding support services.

6. Discussion/Action: Consideration of new members

- The Committee voted on Elexes Mauro as a new Beneficiary Committee member. Elexes' nomination will be presented at the March 5th Governing Board meeting for a final vote.
- The Committee voted to have the March meeting on the 14th instead of the 7th.

7. Public Comment:

There was no public comment.

8. Calendar Items for Next Meeting:

There were no items to be calendared.

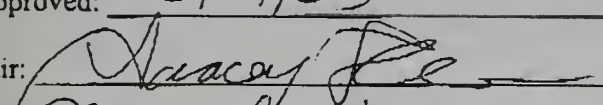
9. Announcements:

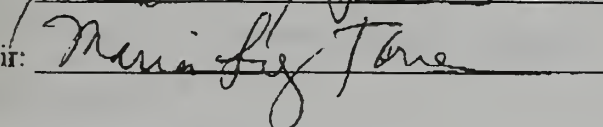
There was no announcements.

10. Adjournment:

The meeting was adjourned at 3:00pm.

Date Approved: 3/14/03

Co-Chair: 

Co-Chair: 

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

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Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda March 14, 2003 1:00 P.M. – 3:00 P.M. 568 Howard St. @ 2nd St. 5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Discussion: Up date on the SFHP Medi-Cal ID card sticker proposed last month-Bob Menezes
5. Discussion: City Budget and how it will impact Health Care, Representative from Chris Daly's Office (2pm)
6. Discussion/Action: Consideration of new members
7. Public Comment
8. Calendar items for next meeting
10. Announcements
11. Adjournment

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MAR 13 2003

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Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-----------------------------|
| • Beneficiary Committee: | April 4, 2003-(1pm-3pm) |
| • Community Advisory Committee: | June 11, 2003-(12:30pm-2pm) |
| • Finance Committee: | June 18, 2003-(11am-12pm) |
| • Governing Board: | June 18, 2003-(12pm-2pm) |
| • Quality Improvement Committee: | June 18, 2003-(6:15pm-8pm) |

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DRAFT
March 14, 2003
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacén, Nicole Avist, Paula Cohen, Sandra Estrada, Ed Evans, Elia Fernandez, Yesenia Fernandez, Tracey Faulkner, Adrian Gaino, Lynn Gavin, Christine Lotz, Elexes Mauro, Maria Luz Torre and Wendy Vielman

Members Absent Excused: None

Members Absent: None

Guests: Janet Shalwitz

1. Welcome, Introductions and Roll Call:

The meeting was called to order 1:15pm.

2. Approval of Agenda & Minutes

The agenda was approved. The minutes of February 7, 2003 were approved with one correction in the Chair report, which should read; "Healthy Families Advisory Committee is looking into finding a way to continue the CAA program without any funding."

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Board met on March 5, 2003.
- Maria mentioned that the Board approved a resolution to establish a Building Committee.
- Maria also mentioned that Jack Fries has retired from St. Luke's Hospital. Jack served as the San Francisco Health Plan's Secretary/Treasurer and Chair of the Finance Committee. The Board nominated Reece Fawley from UCSF Hospital as the new Secretary/Treasurer and Chair of the Finance Committee.
- Maria briefly spoke about the PowerPoint presentation that Jean Fraser presented to the Board. SFHP and Blue Shield have been working on a joint project to investigate the feasibility of providing insurance to San Francisco adults. The Board thanked Jeff Rideout, M.D., President of the Blue Shield of California Foundation for his support to SFHP.
- Maria stated that the Board received an e-mail from Jean Fraser regarding a letter from St. Luke's Hospital. The letter stated that St Luke's Hospital wants to move to fee-for-service effective September 11, 2003. If SFHP doesn't move to fee-for-service, St. Luke's will leave the SFHP network.
- Maria also mentioned the Beneficiary Committee's goals. Maria said goal #10, social worker referral was not clear. Maria asked the Committee if they could

remember what the main reason of requesting a social worker. The Committee agreed to have goal #10 as identifying social workers in all networks and to have one social worker to deal with special circumstances.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled Quality Improvement Committee meeting is March 19, 2003.

Staff Reports: Jean Fraser

- Jean gave some highlights from the Governing Board meeting. Jean reported that the Board approved the resolution to establish a Building Committee and authorize SFHP to sign a letter of intent to join CompassPoint Consortium to purchase a building.
- Jean also spoke about the National Cover the Uninsured Week. Jean explained that the Cover the Uninsured Week is a big national effort by large health care foundations. Robert Wood & Johnson Foundation is the biggest health care foundation in the country. Robert Wood & Johnson Foundation feels that the number of uninsured in the United States is too high and something should be done about it. Robert Wood & Johnson Foundation along with other health care foundations led a nationwide campaign this week to try to get people aware of the many people who are uninsured. San Francisco was one of the target sites. Jean conducted a one-on-one interview for NBC 11's new show "Bay Area Vista" as a pre-press program for National Cover the Uninsured Week.
- Mario spoke about the St. Anthony's event on Sunday March 16, 2003 to enroll all uninsured people in San Francisco. Mario asked the Committee to pass on this information to other resources. Mario also mentioned that SFHP will be doing a school survey on the entire school district at the end of March and is requesting the Beneficiary Committee's assistance with getting the word out.

4. Discussion: Update On The SFHP Medi-Cal ID Card Sticker Proposed Last Month-Bob Menezes

- Bob updated the Beneficiary Committee on the process of having stickers on the SFHP Medi-Cal ID cards.
- Bob passed around a sample sticker for the Committee to review and asked if they had any questions.
- The Committee was pleased with the sticker and recommended that instructions on how to apply the sticker to the Medi-Cal card be included above the stickers. The Committee also recommended including an illustration on how to apply the sticker on to the card.

5. Discussion: Rachel Redondiez, Representative from Chris Daly's Office-City Budget And How It Will Impact Health Care

- Rachel Redondiez, representative from San Francisco Supervisor Chris Daly's office introduced herself to the Committee. Chris Daly is the Chair of the Budget Committee this year.

- Rachel spoke about some of the state budget cuts. She mentioned that Chris Daly, Supervisor Ma and Susan Leong introduced "Preserve Our Public Schools Package." Rachel said with the State situation with the budget, the City is looking at a possible \$314 million shortfall in the next 18 months and a significant portion is from the State. Rachel mentioned that the San Francisco Unified School District is facing a similar problem. Rachel stated that Chris Daly has been working with Susan Leong's office to help put together preserve our public school funding proposal. (See attached)
- Maria announced Parent Voices is having a Child Watch Tour; Asthma in Young Children on Monday, April 7, 2003 from 10am-12pm in recognition of the week of the young children. Maria asked Rachel if she could give this invitation to Chris Daly.

6. Discussion/Action: Consideration of new members

- The Board approved Elexes Mauro's nomination to the Beneficiary Committee on March 5, 2003.

7. Other Business

- Robyn Thaw, SFHP Marketing Director briefly reviewed the Healthy Kids TV ad campaigns with the Beneficiary Committee. Robyn asked the Committee for their input on the ads. The Committee had some great feedback on the different ad concepts.
- Robyn said she will come back with an update on the Healthy Kids ad campaign.

8. Public Comment:

There was no public comment.

Lynn Gavin passed out copies of the last will and testament including resolution of Zyemunt Arendt. (See attached)

9. Calendar Items for Next Meeting:

There were no items to be calendared.

10. Announcements:

There were no announcements.

11. Adjournment:

The meeting adjourned at 3:15pm.

Date Approved: April 4, 2003

Co-Chair: Shacey Felle

Co-Chair: Maria Hartz

**BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY**

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Tracey Faulkner, Co-Chair
Ph: 563-5480

**Meeting Agenda
April 4, 2003
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room**

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Introduction: SFHP new Medical Director, Michael van Duren, M.D.-Jean Fraser
5. Discussion: Input on New SFHP Product Brochure-Marketing Staff
6. Discussion: Major School Outreach-Mario Moreno
7. Discussion: Review 2003 Committee Goals
8. Discussion/Action: Consideration of new members
9. Public Comment
10. Calendar items for next meeting
11. Announcements
12. Adjournment

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MAR 31 2003

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Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-----------------------------|
| • Beneficiary Committee: | May 2, 2003-(1pm-3pm) |
| • Community Advisory Committee: | June 11, 2003-(12:30pm-2pm) |
| • Finance Committee: | June 18, 2003-(11am-12pm) |
| • Governing Board: | June 18, 2003-(12pm-2pm) |
| • Quality Improvement Committee: | June 18, 2003-(6:15pm-8pm) |

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MAY - 2 2003

SAN FRANCISCO
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Beneficiary Committee
Meeting Minutes

Members Present: Nicole Avist, Paula Cohen, Sandra Estrada, Ed Evans, Dana Hughes, Elia Fernandez, Yesenia Fernandez, Tracey Faulkner, Adrian Gaino, Lynn Gavin, Elexes Mauro and Maria Luz Torre

Members Absent Excused: Blesilda Almacen and Christine Lotz

Members Absent: Wendy Vielman

Guests: None

1. Welcome, Introductions and Roll Call:

The meeting was called to order 1:15pm.

2. Approval of Agenda & Minutes

The agenda was approved with one amendment; the discussion on (SARS) Severe Acute Respiratory Syndrome. The minutes of March 14, 2003 were approved with one amendment in public comment, which should read; Lynn Gavin presented copies of the resolution and will of the estate of Zygmunt Arendt to the Committee. (See attached)

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board did not meet. The next scheduled meeting is June 18, 2003.
- Maria joined advocates from San Francisco on a legislative visit to Sacramento regarding budget cuts to social workers including proposed policy changes to Medical for parents. The group visited Assemblymember Leland Yee, Diane Cummings at Senator Burton's office and staff of Assemblymember Mark Leno. The budget deficit is projected to be almost half of the \$69 billion dollar state budget. The only way the burden could be eased is to collect more taxes. Democrats need six Republican votes in the Assembly and two Democrats according to Ms. Cummings, and they are not approving any tax increases. The group was informed that testimonies from parents who are affected by all proposed changes make a good impact on legislators.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did meet. The new Medical Director, Michael van Duren was introduced at the Quality Improvement Committee meeting.

- Ed said the Committee focused on the obesity program, which has not been finalized yet.
- Rowena stated that the Health Plan applied for a grant with the Department of Health Services to develop a program that will look at obesity and overweight teens.

Staff Reports: Jean Fraser

- Jean gave an update on the information that the Beneficiary Committee requested at the March 14th meeting. The Committee asked for information on legislation in Sacramento and the Healthcare For All organization. Jean passed out information on both issues. (See attachment)
- Jean talked about the proposed cuts in Medi-Cal. Jean stated that there are currently no cuts in Medi-Cal; however, the Plan did receive a two percent rate reduction. The Governor is proposing cuts in areas such as quarterly status reports, parent eligibility and elimination of benefits.
- The Department of Public of Health (DPH) has already made significant cuts-\$30 million-and they are being asked to cut an additional \$20 to \$30 million. DPH is also being asked to submit a contingency budget. Jean said there will be a hearing on April 8, 2003 at the Health Commission.
- Jean announced that she would be visiting Marin County on Monday April 7, 2003 to speak to them about the Healthy Kids program. Marin County is planning to do a Healthy Kids program.
- Jean announced Tracey Faulkner's appointment by the Board of Supervisors office. Tracey is officially a member of the SFHP Governing Board.
- Jean updated the Committee on where the Plan 's progress in accomplishing their 2003 goals. (See attached)

4. Introduction: SFHP New Medical Director, Michael van Duren, M.D. Jean Fraser

- Jean introduced SFHP's new Medical Director, Michael van Duren.
- Michael spoke a little about his background and asked the Committee what are their needs he should focus on.
- The Committee would like for Michael to focus amongst others obesity, asthma, pain management and nutrition. The Committee would like to have Michael come to their meetings on a regularly basis.

5. Discussion: Input On New SFHP Product Brochure-Rowena Tarantino

- Rowena spoke about the new SFHP product brochure and asked the Beneficiary Committee for their input. (See attached)

6. Discussion: Major School Outreach-Mario Moreno

- Mario updated the Committee on the (RFI) Request for Information school surveys. Mario said that 50 thousand surveys went out to parents of children in San Francisco Unified School District. Mario asked the Committee to continue to help get the word out.

- Mario invited the Committee to attend the enrollment event at the Silver Health Center on April 24, 2003.

7. Discussion: Review 2003 Committee Goals

- Due to time constraints the Committee will review their goals at the next Beneficiary Committee meeting on May 2, 2003.

8. Discussion/Action: Consideration Of New Members

- There were no new members considered for membership.

9. Public Comment-(SARS) Severe Acute Respiratory Syndrome-Lynn Gavin

- Lynn Gavin passed out information in regards to the Severe Acute Respiratory Syndrome (SARS) disease. (See attached)

10. Calendar Items For Next Meeting

There were no items to be calendared.

11. Announcements:

- Maria announced Parent Voices Child Watch Tour: Asthma in Young Children on Monday April 7, 2003 from 10am-12pm at City Hall.
- Ed invited everyone to attend the Mayor's Disability Council meetings at City Hall on the third Friday of every month at 1pm.

12. Adjournment:

The meeting adjourned at 3:15pm.

Date Approved: _____

Co-Chair: _____

Co-Chair: _____

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org

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Meeting Agenda

May 2, 2003

1:00 P.M – 3:00 P.M

**568 Howard St. @ 2nd St.
5th Floor Conference Room**

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Quality Improvement Annual Report-Jean Fraser
4. Discussion: (1:00pm): Assembly Member Leland Yee Re-Governor's Proposal To Lower Eligibility For Medi-Cal
5. Discussion: Update On School Outreach-Mario Moreno
6. Discussion: Review 2003 Committee Goals
7. Discussion/Action: Consideration Of New Members
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

DOCUMENTS DEPT.

APR 23 2003

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Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: June 6, 2003-(1pm-3pm)
- Community Advisory Committee: June 11, 2003-(1pm-3pm)-(Joint with BC in September)
- Finance Committee: June 18, 2003-(11am-12pm)
- Building Committee: June 18, 2003-92pm-2:30pm)
- Governing Board: June 18, 2003-(12pm-2pm)
- Quality Improvement Committee: June 18, 2003-(6:15pm-8pm)

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
June 13, 2003
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

JUN - 9 2003

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
4. Discussion: Recommendations re cuts to Medi-Cal program-Jean Fraser
5. Overview of the new SFHP website-Robyn Thaw
6. Discussion: SFHP to develop a new plastic-coated SFHP member ID card for all lines of business-
Bob Menezes
7. Discussion: Review Beneficiary Committee's Performance
8. Discussion/Action: Consideration of new members
9. Calendar items for next meeting
10. Announcements
11. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: June 18, 2003-(11am-12pm)
- Building Committee: June 18, 2003-(2pm-2:30pm)
- Governing Board: June 18, 2003-(12pm-2pm)
- Quality Improvement Committee: June 18, 2003-(6:15pm-8pm)
- Beneficiary Committee: August 1, 2003-(1pm-3pm)
- Community Advisory Committee: September 5, 2003-(1pm-3pm)-(Joint with BC)

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

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Ph: 563-5480

MEETING AGENDA

August 1, 2003

1:00 P.M. – 3:00 P.M.

568 Howard St. @ 2nd St.
5th Floor Conference Room

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JUL 28 2003

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Report: Jean Fraser
4. Discussion: Review of the Committee's past year performances
5. Discussion/Action: Consideration of new members
6. Calendared items for the next meeting
7. Announcements
8. Adjournment

Please Note These Upcoming SFHA Meetings:

- Building Committee: September 3, 2003-(2pm-3pm)
- Finance Committee: September 3, 2003-(11am-12pm)
- Governing Board: September 3, 2003-(12pm-2pm)
- Beneficiary Committee: September 5, 2003-(1pm-3pm)
- Community Advisory Committee: September 5, 2003-(1pm-3pm)-(Joint with BC)
- Quality Improvement Committee: October 15, 2003-(6:15pm-8pm)

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

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(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

MEETING AGENDA

August 8, 2003
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Report: Jean Fraser
4. Discussion: Review of the Committee's past year performances
5. Discussion/Action: Consideration of new members
6. Calendared items for the next meeting
7. Announcements
8. Adjournment

JUL 31 2003

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Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|---|
| • Building Committee: | September 3, 2003-(2pm-3pm) |
| • Finance Committee: | September 3, 2003-(11am-12pm) |
| • Governing Board: | September 3, 2003-(12pm-2pm) |
| • Beneficiary Committee: | September 5, 2003-(1pm-3pm) |
| • Community Advisory Committee: | September 5, 2003-(1pm-3pm)-(Joint with BC) |
| • Quality Improvement Committee: | October 15, 2003-(6:15pm-8pm) |

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-Heath Authority

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DRAFT
August 8, 2003
Beneficiary Committee
Meeting Minutes

SEP - 8 2003

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Members Present: Nicole Avist, Sandra Estrada, Ed Evans, Dana Hughes, Elia Fernandez, Christine Lotz, Tracey Faulkner, Lynn Gavin, Gilda Serrano, Maria Luz Torres and Wendy Vielman

Members Absent Excused: Blesilda Almacen, Yesenia Fernandez and Adrian Gaino

Members Absent: Christine Lotz and Elexes Mauro

Guests: Willow Lancaster and Raquel Cardenas

1. Welcome, Introductions and Roll Call:

The meeting was called to order at 1:10pm.

2. Approval of Agenda & Minutes:

The agenda was approved and the minutes of June 13, 2003 were approved as written.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria attended the Healthy Families Advisory Panel on July 29, 2003. The Certified Application Assistors (CAA) for San Francisco County met at Children's Council. Maria mentioned that the State took away the funding for the Assistors to enroll families, however they can still enroll families.
- Maria stated that the rates for dental, vision and medical reimbursement was reduced by 5%, and thirteen thousand state positions will be eliminated. Manage Risk Medical Insurance Board (MRMIB) staff ratio is at 0.7%, compare this to the department with the next lowest ratio at 7% - this is a strong case for the Healthy Families Advisory Panel. The Panel recommends that staff reduction would affect their efficiency. She also mentioned the Healthy Families policies on orthodontics - only a few children qualify because of the strict guidelines. The Panel recommended that MRMIB study the possibility of allowing for less strict requirements and have parents co-pay on a sliding fee scale when they don't meet the 21 point scale.
- Tracey gave a brief report from the June 18th Governing Board meeting. She reported that the Board is pleased with the progress of the Beneficiary Committee's goals. The next scheduled Board meeting is September 3, 2003.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did meet. The next scheduled

meeting is October 15, 2003.

- Ed mentioned that one of the items that was discussed is how to make more children be seen for medical screening. Ed brought up the issue of children are placed in jeopardy for health insurance due to parents work condition changes or if the child is placed in juvenile custody. The Quality Improvement Committee said they would look into this issue. Ed also discussed eyewear with the Committee.
- Sandra reported that the overall decrease in grievances, Healthy Families, Healthy Workers and Healthy Kids. Medi-Cal was the only line of business with an increase in the number of grievances per thousand members.
- Sandra mentioned that the Quality Improvement Committee talked about the new SFHP Access Enhancement Fund, which is part of the 2003-2005 Strategic Planning process. SFHP dedicated settlement monies received from the Department of Human Services and plans to disburse up to \$ 779, 250 of these funds to providers to improve access to health care services.

Staff Report-Valerie Huggins

- Valerie gave an update on the progress of the Committee's 2003 goals. (See attached)
- Valerie updated the Committee on the progress of the purchase of a new building. SFHP hired two real estate brokers (Colliers International) and an architect (Keith Hooks from Hooks Designs) to help with the purchase of a new building. The Plan is hoping to move by October 2004. Valerie also passed out the Access Enhancement Fund post cards to the Committee and explained to the Committee that this is a proposal to investigate how best to address improving access to health care services for our members.

4. Discussion: Review of Committee's Past Year Performances

- The Committee discussed some possible goals for the year 2004- a list of all health training and workshops available in the community on the website and a creative way to impart health related information to members. The Committee will discuss next year's goals further at the October meeting.

5. Discussion/Action: Consideration Of New Members

- There were two prospective members to be considered for membership to the Beneficiary Committee - Willow Lancaster and Raquel Cardenas. The Committee will vote on their membership at the next scheduled Beneficiary Committee meeting and then forward their nomination to Governing Board for final approval.

6. Calendared Items For Next Meeting

The Committee will review their future goals at the October meeting.

7. Discussion: Input On HEDIS Project-Michael van Duren & Rowena Tarantino

- Michael van Duren, SFHP Medical Director and Rowena Tarantino spoke about the HEDIS project and asked the Beneficiary Committee for their advise and input on

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how to improve the HEDIS project. Michael stated that there are three different projects that are being started-asthma, well-child visits and well baby visits. Rowena passed out three flyers to the Committee and explained what the project is for each flyer. Michael and Rowena asked if the Committee could give some feedback to the questions at the bottom of each flyer.

- The Committee suggested that the asthma flyers should have the side affects of asthma on it, gift certificates instead of movie tickets for well child visits, birthday cards should be addressed to the children instead of the parents and transportation for parents to bring their children in for their immunizations.
- Rowena asked if the Committee have any more suggestions to call her.

8. Announcements:

There were no announcements.

9. Adjournment:

The meeting adjourned at 3:00pm.

Date Approved: _____

9/5/03

Maria Luz Tore

Maria Luz Tore, Co-Chair

Tracey Faulkner

Tracey Faulkner, Co-Chair

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
September 5, 2003
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

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AUG 28 2003

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Discussion: Community Advisory Committee (CAC) – Highlights Of The CAC's Work And Discussions On Possible Collaborations Between The Two Committees
5. Discussion: Review Goals-2003
6. Discussion/Action: Consideration Of New Members
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-------------------------------|
| • Beneficiary Committee: | October 3, 2003 (1pm-3pm) |
| • Quality Improvement Committee: | October 15, 2003 (6:15pm-8pm) |
| • Finance Committee: | October 29, 2003 (11am-12pm) |
| • Governing Board: | November 5, 2003 (12pm-2pm) |
| • Building Committee: | November 5, 2003 (2pm-3pm) |
| • Community Advisory Committee: | December 10, 2003 (12pm-2pm) |

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OCT - 6 2003

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San Francisco
Health Authority
September 5, 2003
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacen, Nicole Avist, Raquel Cardenas, Sandra Estrada, Ed Evans, Adrian Gaino, Dana Hughes, Elia Fernandez, Yesenia Fernandez, Willow Lancaster, Marcella Leland, Diane Maluia, Christine Lotz, Tracey Faulkner, Maria Luz Torres and Wendy Vielman

Members Absent Excused: Lynn Gavin, Gilda Serrano & Elexes Mauro

Members Absent: None

Guests: Marianne Harvey and Community Advisory Committee

1. Welcome, Introductions and Roll Call:

The meeting was called to order at 1:10pm.

2. Approval of Agenda & Minutes:

The agenda was approved with one amendment; approval of new members. The minutes of June 13, 2003 were approved with one amendment in item number four, it should read; the Committee discussed some possible goals for the year 2004.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board did meet. She reported that one of the most interesting reports from the Board meeting was the San Francisco Health Plan Quality Update. (See attached)
- Maria also reported that the Governing Board passed a resolution taking a negative position on Proposition 54. Proposition 54 would prohibit the collection, analysis or use of information pertaining to race, ethnicity, color or national origin by state and local government agencies, including SFHP.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled. The next scheduled meeting is October 15, 2003.

Staff Report-Jean Fraser

- Due to time constraint, Jean was unable to give a staff report.

4. Discussion: Community Advisory Committee (CAC)-Highlights Of the CAC's Work And Discussions On Possible Collaborations Between The

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CAC's Work And Discussions On Possible Collaborations Between The Two Committees

- Rowena introduced the Community Advisory Committee (CAC) to the Beneficiary Committee.
- The CBO members of the CAC provided very valuable information and connected the BC to resources in the community that will be useful in meeting its goals for 2004. (See attached).

5. Discussion: Review Goals-2003

- The Committee will review their 2003 goals and plan for 2004 goals at the October meeting.

6. Discussion/Action: Consideration Of New Members

- The Committee voted on Raquel Cardenas and Willow Lancaster as new members to the Beneficiary Committee. Raquel Cardenas and Willow Lancaster's nomination will be presented at the November 5, 2003 Governing Board meeting for a final vote.

7. Discussion: Public Comment

- Maria announced that Parent Voices is having a regional meeting tomorrow, Saturday, September 6, 2003 from 10am-12pm.

8. Calendar Items For Next Meeting:

- There were no items to be calendared.

9. Announcements:

- Ed announced the Disability Community monthly dinner is meeting at the Original Joe's Restaurant on September 19th at 6pm on Taylor Street. Also, Maria announced a parent's conference on October 17th and 18th.

10. Adjournment

- The meeting adjourned at 3:15pm.

Date Approved: Oct 3, 2003

Maria Luz Tore

Maria Luz Tore, Co-Chair

Tracey Faulkner

Tracey Faulkner, Co-Chair

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
October 3, 2003
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

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SEP 24 2003

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans& Sandra Estrada
4. Discussion: Speaker-Kamala Harris On Family Reunification
5. Discussion: Speaker-Gail Herrick On Asthma
6. Discussion: Robyn Thaw-Review New SFHP TV Ad
7. Discussion/Action: Name Change from Beneficiary Committee To Members Advisory Committee
8. Discussion/Action: Consideration of new members
9. Public Comment
10. Calendar items for next meeting
11. Announcements
12. Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-------------------------------------|
| • Finance Committee: | October 29, 2003-(11am-12pm) |
| • Beneficiary Committee: | November 7, 2003-(1pm-3pm) |
| • Quality Improvement Committee: | December 3, 2003, 2003-(6:15pm-8pm) |
| • Community Advisory Committee: | December 10, 2003-(12:30pm-2pm) |
| • Governing Board: | January 7, 2004-(12pm-2pm) |
| • Building Committee: | January 7, 2004-(2pm-3pm) |

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- San Francisco
- Health Authority

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NOV 17 2003

October 3, 2003
Beneficiary Committee
Meeting Minutes

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Members Present: Blesilda Almacén, Nicole Avist, Raquel Cardenas, Sandra Estrada, Ed Evans, Adrian Gaino, Lynn Gavin, Elia Fernandez, Yesenia Fernandez, Willow Lancaster, Marcella Leland, Diane Maluia, Elexes Mauro, Christine Lotz, Tracey Faulkner, Gilda Serrano, Maria Luz Torres and Wendy Vielman

Members Absent Excused: None

Members Absent: Dana Hughes

Guests: Kamala Harris, City Attorney's Office and Gail Herrick, DPH

1. Welcome, Introductions and Roll Call:

The meeting was called to order at 1:07pm

2. Approval of Agenda & Minutes:

The agenda was approved and the minutes of September 5, 2003 were approved with some corrections in the excused absent portion; Blesilda Almacén was present and Elexes Mauro and Gilda Serrano both were excused absence.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Board did not meet. The next scheduled meeting is November 5, 2003. Also, Maria gave a brief report from The Medical Risk Management Insurance Board (MRMIB). Maria stated that there will be a change in eligibility for Healthy Families. The State anticipates a nine billion dollar shortfall in the next year's statewide budget for Healthy Families.
- Maria reminded the Committee to vote on October 7, 2003. Maria also mentioned that Parent Voices is doing a special project on the voters' receipts and asked if the Committee could save their receipts.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- There was no Quality Improvement Committee. The next scheduled meeting is October 15, 2003.

Staff Report-Michael van Duren

- Michael asked the Committee if they have any questions or concerns they want to address.

- The Committee continues to have problems with Medi-Cal and request a representative from the Medi-Cal office to attend a one of their meetings.
- Michael gave a follow up on the movie tickets for the Well Baby Visits. Michael said Toys "R" Us is working with the Plan on getting gift certificates instead of movie tickets.

4. Discussion: Speaker-Kamala Harris On Family Reunification

- Michael introduced Kamala Harris--Kamala Harris is a veteran prosecutor who has dedicated her outstanding legal talents to prosecuting violent crimes, combating the sexual exploitation of children and working creatively to improve the quality of life in our communities. Kamala is also running for District Attorney.
- Kamala briefly spoke about some of the work she's done, which is child sexual assault cases, rehabilitation abuse and the California Medical Assistance Commission-negotiating Medi-Cal rates with hospitals for Medi-Cal patients.
- The Committee had great questions for Kamala. Kamala was able to answer most of their questions.

5. Discussion: Speaker-Gail Herrick On Asthma

- Gail Herrick, Public Health Nurse from the San Francisco General Hospital briefly spoke about what happens when home visits are done for asthmatic children. Gail mentioned that there are two components to their program, medical management of children with asthma and the environmental home visits.
- Gail passed out a list of what is expected on a home visit, and presented some slides for the Committee to look at. (See attached)
- Gail explained the medical parts of asthma to the Committee and also showed the Committee what kind immobilizer you can use for asthma.
- Gail was able to answer most of the Committee's questions.

6. Discussion: Robyn Thaw-Review New SFHP TV Ad

- Robyn was unable to present the new SFHP TV ad because it was not ready for review.

7. Discussion/Action: Name Change To Member Advisory Committee:

- Due to time constraint, the Committee was unable to discuss changing their Committee name.

8. Discussion/Action: Consideration Of New Members:

- There were no new members considered for membership.

9. Public Comment:

- There was no public comment.


10. Calendar Items For Next Meeting:

- There were no items calendared for the next meeting.

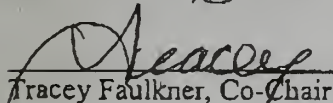
8. **Discussion/Action: Consideration Of New Members:**
 - There were no new members considered for membership.
9. **Public Comment:**
 - There was no public comment.
10. **Calendar Items For Next Meeting:**
 - There were no items calendared for the next meeting.
11. **Announcements:**
 - Ed announced that the Mayor's Disability Counsel is having a discussion on AB 1421 and if anyone was interested to let him know.
12. **Adjournment:**

The meeting adjourned at 3pm.

Date Approved: _____

11/7/03

Maria Luz Tore, Co-Chair



Tracey Faulkner, Co-Chair

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

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Tracey Faulkner, Co-Chair
Ph: 563-5480

**Meeting Agenda
November 7, 2003
1:00 P.M - 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room**

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OCT 31 2003

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Report: Jean Fraser
4. Discussion: Name Change To Member Committee
5. Discussion: Review 2003 Goals And Plan For 2004 Goals
6. Discussion/Action: Consideration Of New Members
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
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| • Beneficiary Committee: | December 5, 2003-(1pm-3pm) |
| • Community Advisory Committee: | December 10, 2003-(12:30pm-2pm) |
| • Governing Board: | January 7, 2004-(12pm-2pm) |
| • Finance Committee: | January 7, 2004-(11am-12pm) |
| • Building Committee: | January 7, 2004-(2pm-3pm) |

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